

Injured left Achilles tendon after slipping on stairs

A 41 year old lady injured her left Achilles tendon on 13 May 2011 after slipping on stairs, and was referred via her employer into QBE's minor injury management service 10 days later – on 23 May 2011.



Rehabilitation

- This lady's first language was Polish and as a result she had not been able to communicate independently with her treating practitioners. Before our rehabilitation provider's involvement she did not understand the injury she had sustained nor her treatment plan.
- On assessment she reported pain, swelling and burning to her left foot and was unable to wear normal footwear. She was also walking with a crutch and unable to work.

The case manager

- Arranged an interpreter to ensure she fully understood her injury, treatment and return to work requirements.
- Confirmed her diagnosis with her GP and employer - with this information a realistic estimate regarding a return to work timeframe was given.
- Provided 5 private physiotherapy sessions to ensure her symptoms resolved and she regained her lower limb function before returning to work.
- Liaised with all parties to ensure practical advice was provided concerning suitable footwear for her to wear on her return to the workplace. As a result of this the line manager felt confident in supporting a return to work as soon as possible.



Key facts

Estimated RTW duration without rehabilitation	30 December 2011
RTW duration with Corpore	15 September 2011
Days saved	75
Total Rehab costs	£796
Insured absence cost savings (based on their cost of absence)	£17,550
EL Claim	Yes – received 15 June 2011.
Predicted Claim Value	£10,000
Predicted Claims Saving	£3,000 - £3,500

Results

- She regained full function of her lower limb within 4 months – 2 months quicker than would be expected with this injury.
- She returned to work on 15 September 2011 on her full pre-injury duties.

Further information

If you would like any further information or advice on our rehabilitation service please contact the QBE Rehabilitation Team on **+44 (0)20 7105 4000**.

For more information on QBE visit:

www.QBEurope.com/rehabilitation or contact your broker.

QBE Insurance Group

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4321/CaseStudy/MultiFracturesFallFromHeight/April2013
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